

ConnectiCare, Inc. and Affiliates

Type of User:	Health plan	Contact:	Laureen Castonguay
NCBD Participant:	Yes	Telephone:	860-674-7026
Address:	175 Scott Swamp Road Farmington, CT 06032	Email:	lcastonguay@snet.net

Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Commercial – Adult
Additions/Changes to Instruments	<p>Sponsor added questions to get information on specific items, such as:</p> <ul style="list-style-type: none"> • Members' satisfaction with new products • Members' interest in products and services that the plan is proposing for the future
Purpose of Project	<ul style="list-style-type: none"> • NCQA accreditation • Maintenance of certification • Quality improvement • Maintain high level of member satisfaction

Survey Administration

Administered Since	1999
Administration Mode	Mail with telephone follow-up (NCQA protocol)

Uses of Survey Results

Reporting	CAHPS results are included in an annual, internal report that is distributed to various advisory boards that represent the interests of different groups within the plan (e.g., members, physicians).
Quality Improvement	ConnectiCare compares its CAHPS results to those of other plans. Operations within ConnectiCare use the data to improve services.
Marketing/Publicity	

11/19/2004